Managing Virginia Program
FREQUENTLY ASKED QUESTIONS

PARTICIPATION

Is it Mandatory?

- It is the State Training Council's intention to pursue an Executive Order to mandate the MVP after the program is fully developed. At this time, the MVP is not mandated, although individual agencies may require it for their employees.

What is the target Audience?

- The MVP is designed for all supervisors and managers working in state government. See the MVP Scope Document, Program Details, Section 5 d.

Can non-Supervisory personnel take the courses?

- The MVP can be used as a succession planning tool with non-supervisory personnel to develop basic leadership skills in potential supervisors and managers.
- See the MVP Scope Document, Program Details, Section 5 e.

What happens if I don't complete the program?

- At this time the Program is not mandatory.

MVP AND OTHER PROGRAMS/CLASSES

How is the MVP different from other leadership programs?

- See the MVP Scope Document, Program Requirements, Section 6.
- The MVP Program provides basic supervisory skills. It is more comprehensive than many programs, material is state specific, and there is no direct cost to the agencies for the program.

If my agency has leadership classes, do I have to do both?

- See the MVP Scope Document, Program Requirements, Section 6.

Will participants be able to receive credit for like/similar courses taken elsewhere?

- See the MVP Scope Document, Program Requirements, Section 6.

COST OF THE PROGRAM

Is there a cost to the agency?

- See the MVP Scope Document, Program Description, Section 1.
- There is a cost to the agency in time away from work. However, if your supervisors choose to take the courses on-line, there is no direct cost. The MVP provides supervisors and managers with valuable tools that they need to successfully complete their jobs.
- Also, see the MVP Scope Document, Program Details – Delivery Methods, Section 5 c. There are several methods you can use to deliver these courses. The agencies will be provided with all course material to conduct instructor-led classes, and they are responsible for any copies that may be needed.

WIIFM (What's in it for me?)

What are the benefits to the employee?

- See the MVP Scope Document, Program Background – Benefits of MVP, Section 2 g.

What type of Certification/Recognition do participants receive?

- The Recognition Committee is working on options to recognize those who complete the MVP.
- See the MVP Scope Document, Program Details – Participant Recognition, Section 5 i.

Does the MVP effect hiring and promotions?

- Employees that complete the program will gain valuable knowledge that should help them be more prepared for the job of supervisor and/or manager. At this time there is no requirement for an individual to have completed the MVP program prior to hire.

How many CEU's are allowed for this training and who issues?

- The State Training Council is working on having the MVP courses get CEU's or continuing education units. This has not been established yet. See the MVP Scope Document, Program Description – Benefits of MVP, Section 2 g.

COMPLETION OF THE COURSES

Where can I take the courses?

- There are several delivery options available. See the MVP Scope Document, Program Details – Delivery Methods, Section 5 c.

When can I take the courses?

- As always, training taken during work hours must be approved by the supervisor/manager.

If I start a course, can I stop and return later or do I have to complete it all at once?

- Yes, the courses have a "Bookmark" feature that lets you mark your place. This is covered in the MVP E-Learning Tutorial.

How long does it take to complete a module?

- Each module takes approximately 30 minutes to complete.

Can a course/module be taken more than once?

- Yes

Will there be refresher courses for managers?

- Managers may take or repeat the MVP modules/classes as a refresher. MVP courses will be revised and updated as needed to keep information current. Courses may be added, as needed, to meet the business needs of the Commonwealth.
- See the MVP Scope Document, Program Details – Continuing Education, Section 5 j. Upon completion of the MVP, supervisors and managers are encouraged to take a minimum of 6.5 hours (equivalent of one day) of management/supervisory training annually.

Is there a limit to the number of times I can take a course?

- No

Do I Have to Take all the Courses?

- See the MVP Scope Document, Program Requirements, Section 6.
- There will be on-line Skill Assessments for each course that supervisors may take to demonstrate their knowledge of the various MVP course materials. If a score of 90% correct is achieved, the supervisor will not have to complete that specific MVP course.

Is there a limit to how many courses I can take within a certain time period?

- As always, training taken during work hours must be approved by the supervisor/manager.
- See the MVP Scope Document, Program Requirements, Section 6.

APPROVAL OF THE COURSES

Does my supervisor approve enrollment, and will my supervisor receive my test score?

- At this point, no approval is needed to take MVP courses. Participant's supervisors/managers do not receive any notification. Supervisors and managers from agencies with portals may check their employees' transcripts.

Can I take it at home and will this constitute "work time" (re, overtime, compensation, etc.)?

This is the advice for DHRM HR:

- Our best advice is to treat the MVP course (and study time) as work time for non-exempt employees in cases where the course is directly related to the employees' jobs. For example, some of the courses may relate directly to the work of a non-exempt first-line supervisor or a non-exempt personnel assistant.
- If a course is not directly related to the employee's job, is after hours, the employee does no productive work, and the employee takes the course voluntarily, then it is not work time. If an agency needs help with individual situations to determine whether a course is job-related or not, they should contact DHRM.

TIMEFRAME

What is the timeframe to complete the program?

See the MVP Scope Document, Program Requirements, Section 6.

How soon do I have to enroll in the program if I am a supervisor/manager?

- See the MVP Scope Document, Program Requirements, Section 6.
- **Recently Hired or Promoted Supervisors & Managers** – After full implementation of the Program, those who have been hired or promoted into a supervisory or management position within the last 2 years, are encouraged to complete the Program in 18 months.
- **Existing or Seasoned Supervisors & Managers** – Those who have been supervising for more than 2 years are encouraged to complete the Program within 3 years from the Program's implementation.
- After full MVP implementation, any hired or promoted supervisor or manager is encouraged to complete the program within 18 months.

TESTING

How will participants be tested for Instructor-Led Courses?

- See the MVP Scope Document, Program Assessment, Section 4 b.
- All MVP courses (regardless of delivery method) will have a knowledge-based test. Participants must receive a minimum score of 80% to pass each course.

What happens if a participant doesn't pass the knowledge-based test?

- Modules may be taken more than once.

UPDATING THE PROGRAM

What are plans for updates/revisions?

- Courses will be updated by the Training Council, SMEs, and Developers when revisions are necessary.

AGENCY-SPECIFIC DATA

Can agencies add agency-specific additions/edits to the online modules?

- Agencies cannot modify MVP courses.

- They may develop their own courses to compliment MVP.

ACCOMMODATIONS/ACCESSIBILITY

The Program has been developed with the assistance of the Department of Rehabilitation Services. The online classes are JAWS compliant. Agencies that offer instructor-led classes will have to ensure that any employees with specific needs are accommodated.

KC ISSUES

How do agencies know what is on the KC?

- Agencies with portals are notified when classes are available to be pulled down to their domains.

- Agencies without portals can check the core KC for class listings.

- Anyone can check the DHRM website for the course status: www.dhrm.virginia.gov

Agencies *Without* a Portal

What are the costs of obtaining a portal on the KC?

- First year - $2.96 x number of agency FTE's (classified + hourly) - (one time payment)

- Second and subsequent years - $.0.80 x number of FTE's (classified + hourly) for hosting purposes.

What kind of technical support will be provided to users of CoV KC who have problems accessing courses?

- Agencies without portals do not have a domain administrator to handle questions and problems. They may email the State Administrator at covkcadmin@dhrm.virginia.gov – the State Administrator will assist as time allows.

Who do I contact if I forgot my login or password?

- Use the link Forgot Login or Forgot Password .

Can an individual access their training records?

- Yes

Can the supervisors access their employee's training records?

- No, only supervisors and managers from agencies that have portals can access their employee's transcripts.

Who has access to a participant's transcript?

- For agencies without portals, only the employee may view their transcript.

If I don't have LMS do I still have access to the course?

- Yes, all courses will be available online, regardless if the employee's agency has a portal.

Agencies W*ith* a Portal

Can an individual access their training records?

- Yes

Can the supervisors access their employee's training records?

- For agencies with portals, each agencies internal security determines who can view an employee's transcript.

What kind of technical support will be provided to user of CoV KC who have problems accessing courses?

- Each agency has a domain administrator for KC questions.

TRANSCRIPTS

Does completion of the course produce a transcript or certificate?

- Yes, any course registered for and completed on the KC will be included on the employee transcript, and the participant will be able to print a certificate.

Who has access to a participant's transcript?

- For agencies with portals, each agency's internal security determines who can view an employee's transcript.
- For agencies without portals, only the employee may view their transcript.

Can I access my records?

- All employees can access their transcripts on the KC.

REPORTING

How does a supervisor/manager run reports?

Agencies *Without* a Portal

- Agencies without portals do not have a domain administrator, or reporting capabilities.

Agencies *With* a Portal

- Those set up as managers in their KC have access to the student transcripts - Select "Administration" and then "Reports Console" and select desired reports.

AGENCY HEAD SCORE CARD

Will an Executive Order translate as a Performance measure on the score card for agency heads/agencies?

- At this time, an Executive Order has not been submitted.

COURSE MODULES

How were the modules decided upon?

- See the MVP Scope Document, Sections 1, 2 e and 5 a for the background of the MVP.